Step 1: Close Outlook and Click on the My Computer icon
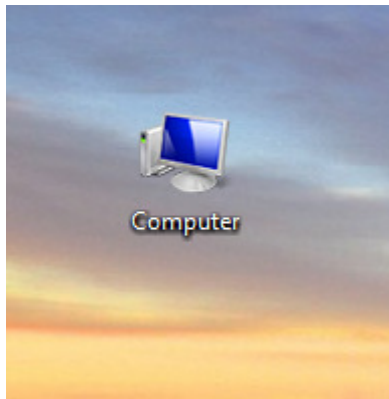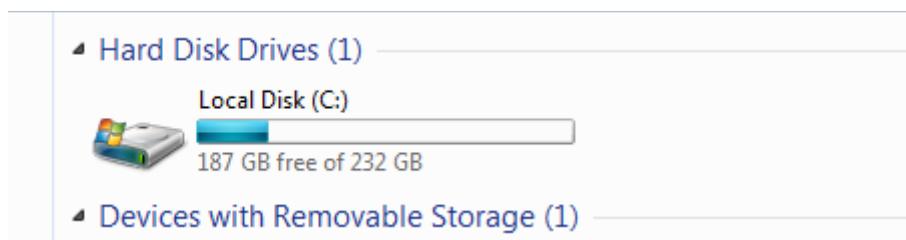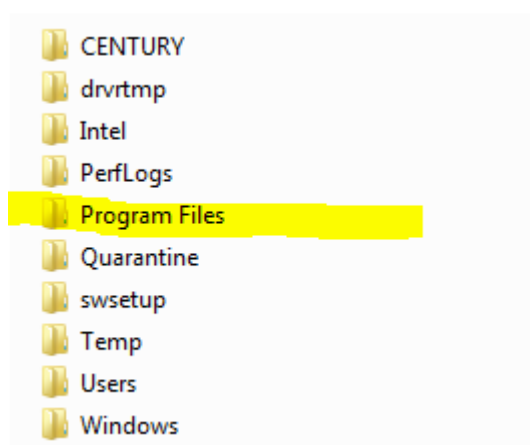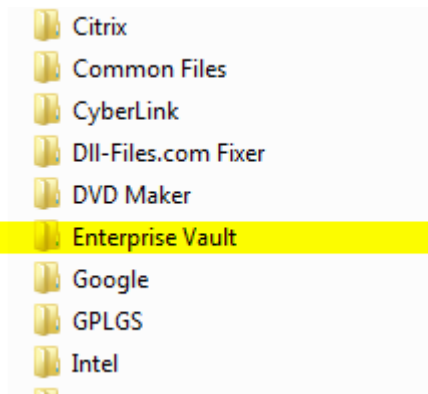

Step 2: Access the Local Hard drive
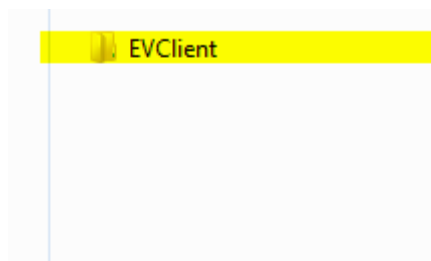

Step 3: Click on Program files folder

Step 4: Click on Enterprise Vault folder

Citrix
Common Files
CyberLink
Dll-Files.com Fixer
DVD Maker
Enterprise Vault
Google
GPLGS
Intel
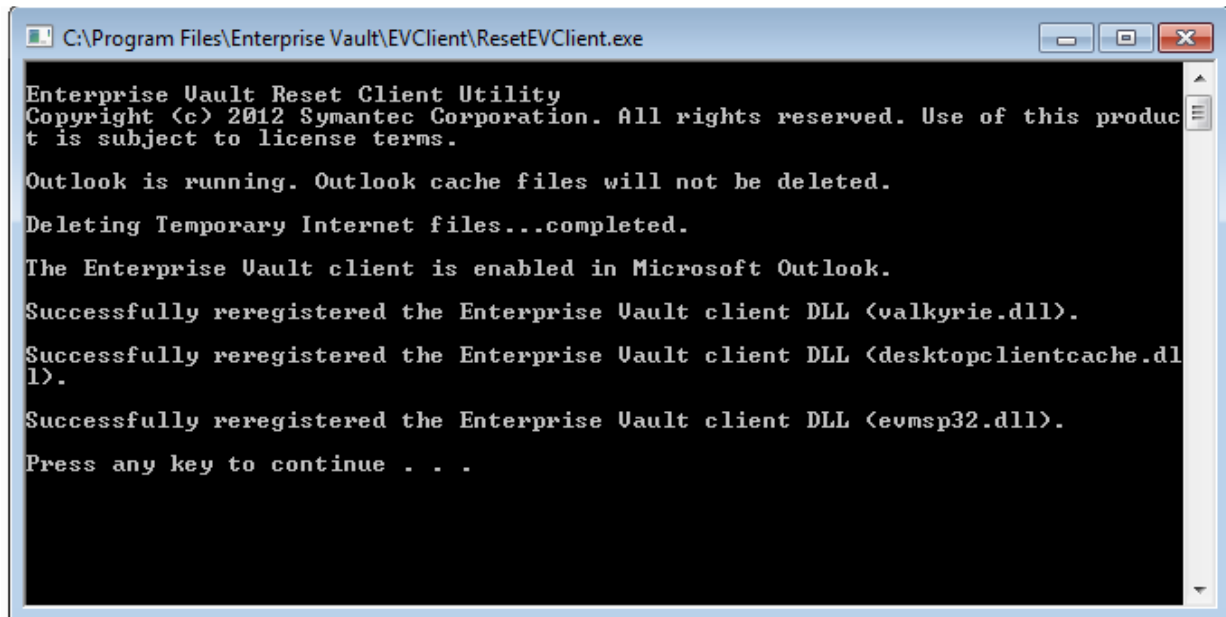
Step 5: Click on EV Client folder

EVClient

Step 6: Click on ResetEVClient.exe

evuser2010_full.chw
evuser2010_light.chm
regid.1992-12.com.symantec_Enterprise_...
regid.1992-12.com.symantec_Enterprise_...
ResetEVClient.exe
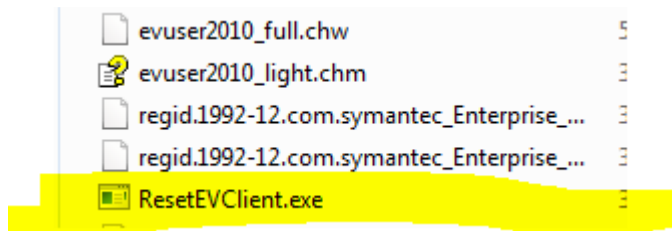
Step 6: If all goes well, after completing step 5 you should see this box pop up informing you that the Enterprise vault client has successfully reset itself. This should retain the use of the vault system

```
C:\Program Files\Enterprise Vault\EVClient\ResetEVClient.exe

Enterprise Vault Reset Client Utility
Copyright (c) 2012 Symantec Corporation. All rights reserved. Use of this produc
t is subject to license terms.

Outlook is running. Outlook cache files will not be deleted.

Deleting Temporary Internet files...completed.

The Enterprise Vault client is enabled in Microsoft Outlook.

Successfully reregistered the Enterprise Vault client DLL (valkyrie.dll).

Successfully reregistered the Enterprise Vault client DLL (desktopclientcache.dl
l).

Successfully reregistered the Enterprise Vault client DLL (evmsp32.dll).

Press any key to continue . . .
```